



27.04.2022

Press Note

**CBSE Psychological Counseling Facility Enters 25<sup>th</sup> Year**

The Board has been providing free psychological counseling in two phases, before the examination and after the result, continuously since the year **1998**. Its main objective has been to keep the students of classes X and XII of CBSE affiliated schools stress free during the examination.

CBSE is now entering its 25<sup>th</sup> year by continuously providing psychological counseling to students and parents in various different ways.

CBSE is probably the only board in the country which is providing such a facility in different modes, whether it is tele-counseling provided voluntarily by the Principals and trained counselors of CBSE affiliated schools through a toll free number or be it suggestions and information through IVRS or a Question and Answer Columns in national newspapers. Over the years the Board has shared many important messages on **social media** and also used YouTube, Facebook and Instagram platforms to actively engage with the students.

Audio-visual content on the micro link of '**counseling**' under the tab '**Media & Public Relations**' is available on the Board's website [www.cbse.nic.in](http://www.cbse.nic.in) Multimedia content on various topics such as Specific Learning Disabilities, Substance Abuse Disorders, individual experiences of adolescents, Aggression, Depression, Internet Addiction Disorders, Examination Stress and their solutions through Life Skills can also be viewed and listened to. Apart from this, podcasts are also available on various topics.

Special facility of tele helpline was started by the Board even during the Covid pandemic which is being operated continuously especially from 24.05.2021.

**Facilities for Tele Counseling in 2022:**

**IVRS:** Free IVRS facility is available 24x7 on Board's toll free number **1800 11 8004**. General information can be obtained at this number from anywhere in the country. Frequently Asked Questions (FAQs), useful information related to exams like better preparation, time and stress management, prevention from Covid, important contact details of CBSE offices are also available at IVRS.

**Tele-counseling:** Tele-counseling is a voluntary and free service, which is being provided by the Board from Monday to Saturday from **09:30 AM to 05:30 PM**. This year **92** Principals and Counselors from India and other countries in the world which include Nepal, Moscow, Saudi Arabia, America, Japan, United Arab Emirates, Kuwait, Qatar, Oman and Singapore.

**Rama Sharma**  
**Head (Media and Public Relations)**